

Tech tickets

Information about tech tickets addressed to tech support

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Tech ticket creation workflow

Tech ticket creation workflow for AdOps

Ticket creation process

AdOps can create new ticket by pressing "+ Add" button in top left corner

If you have multiple tickets open, the "+ Add" button will shift to the right but will remain at the top regardless.

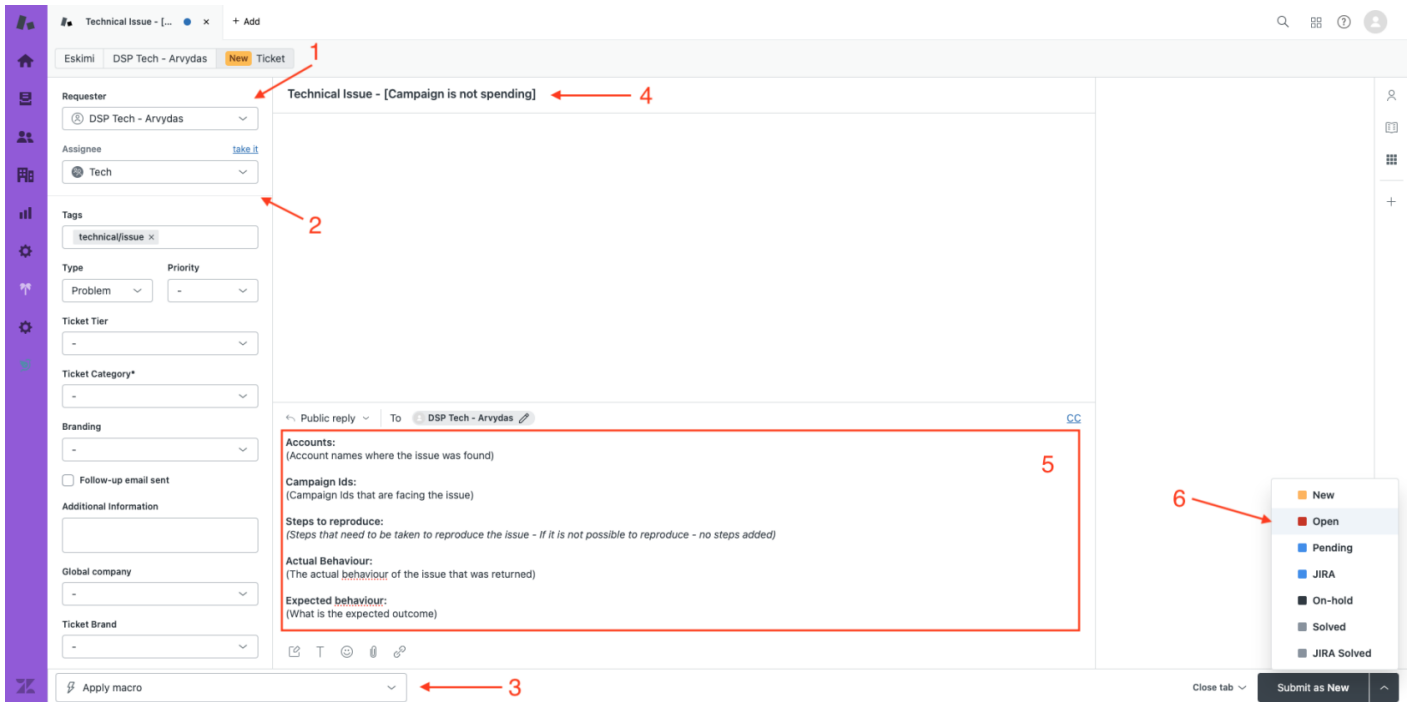
The screenshot shows a Jira interface for managing tickets. On the left, a sidebar contains a navigation menu with icons for home, views, users, filters, reports, and settings. The 'Views' section is expanded, showing a list of views: 'Your tickets' (30), 'New & Open' (1), 'Pending' (14), 'Tech tickets' (197), 'JIRA' (63), 'On-hold' (7), 'Solved' (1K), 'Recently updated' (263), 'Open (assigned)' (30), 'IAS reports' (34), 'Signed IOs' (176), 'DSP Tech - Povilas' (33), 'DSP Tech - Arvydas' (164), and 'DSP Tech - Karolis' (8). The 'Tech tickets' view is selected. The main content area displays a table of tickets. The table has columns for 'Ticket status', 'Subject', 'Assignee', 'Requester', 'Requested', and 'Ticket Tier'. The status column shows 'Solved' for all tickets. The subject column contains various technical issues. The assignee column lists 'DSP Tech - Karolis' and 'DSP Tech - Arvydas'. The requester column lists 'Yegor Larchenko', 'Auguste Petraityte', 'Eskimi - Valentyn', 'Meda Leskauskaitė', 'Asif | Eskimi', and 'Agumennyi'. The requested column shows dates and times like 'Yesterday 14:28', 'Friday 14:47', 'Thursday 12:45', 'Dec 30, 2024', 'Dec 27, 2024', 'Dec 24, 2024', and 'Dec 23, 2024'. The ticket tier column shows 'Tier 1', 'Tier 2', 'Tier 3', and 'Unknown'. A '+ Add' button is highlighted in the top left corner of the interface.

Ticket status	Subject	Assignee	Requester	Requested	Ticket Tier
Solved	Technical Finance Issue - Wrong Amount - Mondelez - December 2024 In...	DSP Tech - Karolis	Yegor Larchenko	Yesterday 14:28	Tier 1
Solved	Technical Issue - change a user type to Admin	DSP Tech - Arvydas	Auguste Petraityte	Friday 14:47	
Solved	Technical Issue - Not working previews	DSP Tech - Arvydas	Eskimi - Valentyn	Thursday 12:45	Tier 1
Solved	The IOS app isn't generating clicks	DSP Tech - Arvydas	Meda Leskauskaitė	Dec 30, 2024	Tier 2
Solved	Technical Issue - Spent based on revenue with margin	DSP Tech - Arvydas	Asif Eskimi	Dec 27, 2024	Tier 3
Solved	Play Media Serbia - conversion events	DSP Tech - Arvydas	Yegor Larchenko	Dec 27, 2024	Tier 2
Solved	BidSwitch: an Access for the API user	DSP Tech - Arvydas	Agumennyi	Dec 24, 2024	Unknown
Solved	Technical Issue - [Click url macros is missing in JS tag]	DSP Tech - Arvydas	Justina Rutkauskaitė	Dec 23, 2024	Tier 3
Solved	Technical Issue - Queries on Brand Safety Policy	DSP Tech - Karolis	Asif Eskimi	Dec 23, 2024	Internal
Solved	Technical Issue - Google/Facebook - [Write the title]	DSP Tech - Arvydas	Auguste Petraityte	Dec 23, 2024	Tier 1

Filling ticket data

In the picture below you can see the steps of filling the ticket data.

Ticket statuses and **templates** are covered more in-depth below.



1. Select yourself as the requester
2. Select assignee "Tech" (group)
3. Select ticket template
4. Edit title according to your raised issue
5. Use template correctly (more information below)
6. Submit ticket as "Open"

Optionally you can add tags, category and other fields related to your ticket but **most of it is automated.**

Ticket statuses

As of writing this article, our Zendesk configuration includes seven possible ticket statuses: New, Open, Pending, JIRA, On-hold, Solved, and JIRA Solved.

Tech related tickets should use only 5 of them: **Open, Pending, JIRA, Solved, JIRA Solved**

Understanding Ticket Statuses

Open – this status should be used by AdOps when creating a new ticket for Tech Support or when replying to an unresolved Tech ticket.

Pending – this status is used **only** by a Tech Support when a specialist is awaiting additional information or a response from AdOps.

JIRA – this status is used **only** by Tech Support when a bug is logged in JIRA. AdOps can view the bug status on the right panel of the ticket.

If you do not see the **JIRA** logo please press "+" sign and add it to your view

JIRA

Create issue Link issue Notify

Linked JIRA issues (1)

RTB-10009

Project RTB

Status To Do

Summary [Bidder] Some VAST creatives in preview page return 503, fext

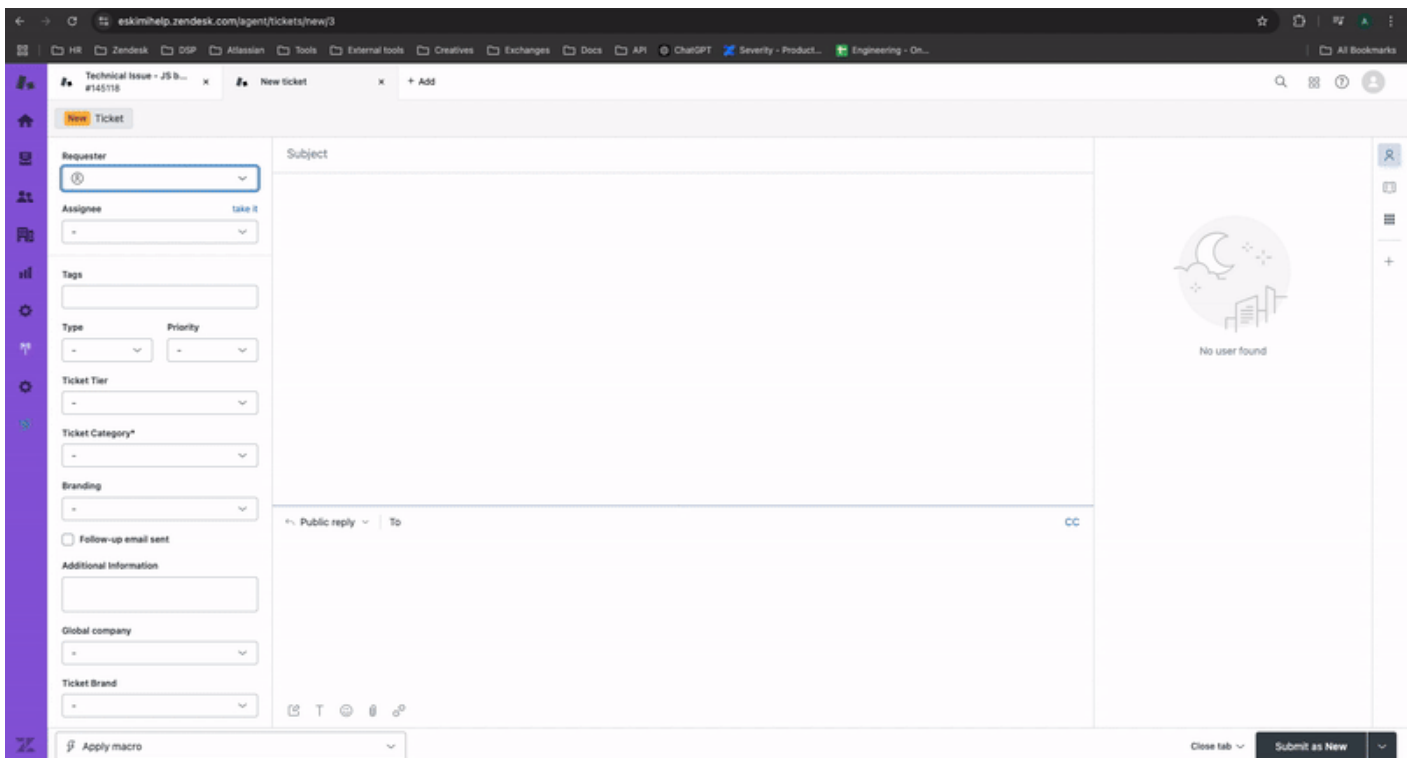
Solved – this status is used by Tech Support when the provided solution resolves the issue.

JIRA Solved - this status is used by Tech Support when the registered bug is resolved.

Ticket templates

There are templates available for tech-related tickets. The video below demonstrates how to select and complete the appropriate template. Please ensure you choose the template that corresponds to the topic of your ticket.

If you cannot find a correct template for your needs please use [Technical issues] > General - [Write the title].



The screenshot shows the 'New ticket' form in the Zendesk agent interface. The form is divided into several sections:

- Requester:** A dropdown menu for selecting the requester.
- Assignee:** A dropdown menu with a 'take it' button.
- Tags:** A text input field for adding tags.
- Type and Priority:** Two dropdown menus for selecting the ticket type and priority.
- Ticket Tier:** A dropdown menu for selecting the ticket tier.
- Ticket Category*:** A dropdown menu for selecting the ticket category.
- Branding:** A dropdown menu for selecting the branding.
- Follow-up email sent:** A checkbox for indicating if a follow-up email has been sent.
- Additional Information:** A text input field for providing additional information.
- Global company:** A dropdown menu for selecting the global company.
- Ticket Brand:** A dropdown menu for selecting the ticket brand.

The main content area is titled 'Subject' and contains a large text input field. Below the subject field, there is a 'Public reply' section with a 'To' field and a 'CC' field. At the bottom of the form, there is an 'Apply macro' dropdown menu and a 'Submit as New' button.

It is important that you use the templates correctly. Account names, Campaign IDs must be written under and without additional text formatting

Links are acceptable and preferable

Accounts:
Universal McCann Croatia - H&M

Campaign Ids:
221679

Correct usage of template

Steps to reproduce:

Open a preview link: <https://dsp.eskimi.com/adsPreview/45mmlqrt>

Actual Behaviour:

I cannot see video previews.

Expected behaviour:

Previews of both videos should be visible.

Creatives are remote VAST URIs, uploaded here: https://dsp.eskimi.com/admin/creatives-manage?creative_set_id=142559, but for some reason the sharable preview is not loading videos.

Tags were checked ([here](#)) and seem to be working fine.

Any setup flaw that I did not notice?

Thank you

If you believe a new template is needed or have suggestions for improving existing templates from an AdOps perspective, please reach out to a Technical Support specialist via Slack.

Follow-ups

Solved tickets will automatically close after a certain period. To create a follow-up for the same issue, navigate to the closed ticket and click on "Create Follow-up."

 This ticket is closed and cannot be edited

Create follow-up

If the ticket is marked as "Solved" but not yet closed, please reply within the same ticket and change its status to "Open."

If the issue with a "Solved" ticket is unrelated to the new issue you're reporting, please create a new ticket and set its status to "Open."

Additional notes

Please avoid adding Tech Support to the CC. Instead, provide a summary of your communication, highlighting the key issues and the specific areas where they occur.

Tech ticket creation workflow for AMs/BDMs

The common practice for **AM/BDM** is to **reach out to AdOps first**. Please contact the Tech Support Specialist directly only in exceptional cases.

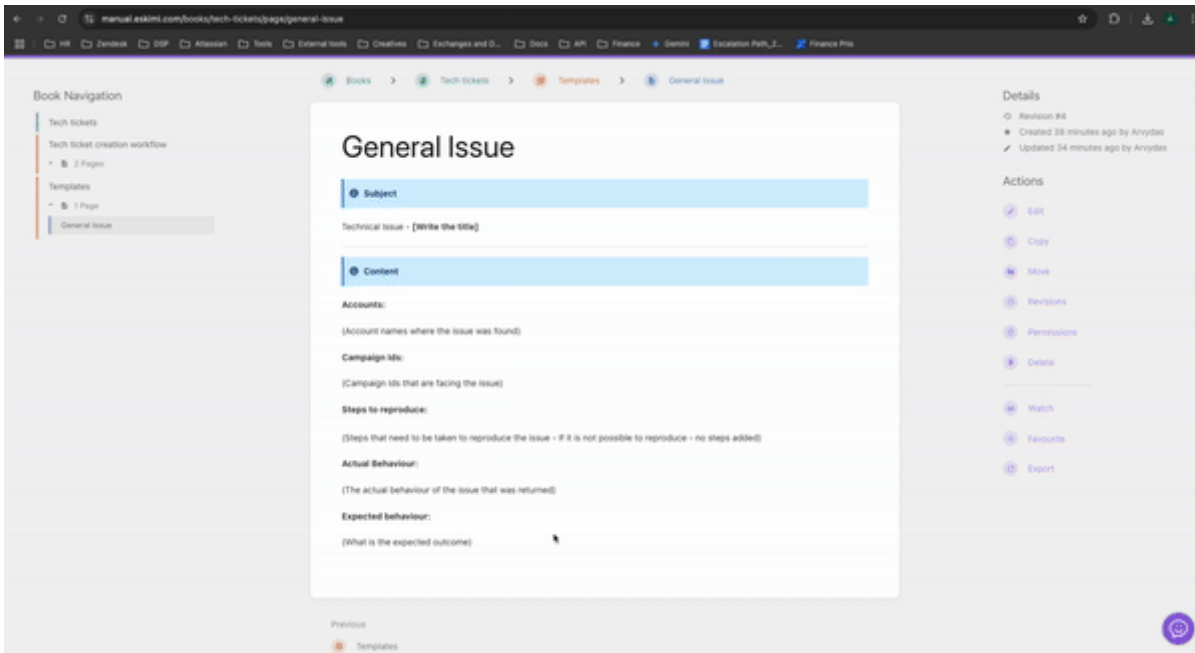
Templates

Templates are **mandatory**, they reduce back and forth communication, ensures faster issue resolution time.

How to add a template

Unfortunately, Gmail has limitations on sharing templates across team accounts, so they will **need to be added manually**.

1. Copy the template from [here](#) (can be found in the Manual - General Issue)
2. Add subject and content to gmail compose tab (same as writing regular email)
3. Click **three dots** below and navigate to **Templates** -> **Save draft as template** -> **Save as new template**



You can check out this [official google guide](#) for more information

How to use a template

1. Open Gmail compose, **click on three dots** below and navigate to **Templates -> Select your template**
2. Fill in information **instead** of the text in brackets
3. Do not forget to write an appropriate subject as well

Contacting Tech support

Please consult with responsible AdOps before contacting Tech support

Now that you have successfully added the template to your Gmail account, you can use it to report technical issues to the Tech support team by sending a **templated email** to **tech@eskimi.com**

Tech ticket creation workflow via Slack

This workflow applies to **everyone with access to Eskimi Slack workspaces**. From now on, all Eskimi DSP tech support requests should be raised through the **Tech support help request** form in Slack **#tech-support-request** channel instead of the previous email/Zendesk-based process.

Ticket creation process

To create a new tech support ticket, open Slack and trigger the Tech support help request form shortcut.



Once opened, the request form will appear as shown below.

IT services help request



Request

Write something

What is the Tech support request about?

Priority

Select an option



Add any screenshots or files relevant to the issue

 Upload File

Account (optional)

Write something

Campaign ID's / IO ID's / Invoice IDs (optional)

Write something

Details

Write something

Describe the issue / task / expected help needed.

Expected results (optional)

Write something

Actual results (optional)

Write something

Filling ticket data

1. **Request** (*required*) – A short summary of what the tech support request is about. Think of this as the ticket title.
2. **Priority** (*required*) – Select the appropriate priority level from the dropdown. Use this honestly — overusing high priority slows everyone down.
3. **Add any screenshots or files relevant to the issue** – Upload screenshots, screen recordings, exported reports, or any other files that help explain the issue. Visual context speeds up triage significantly.
4. **Account** (*optional*) – The affected account name. Write the name without additional text formatting.
5. **Campaign ID's / IO ID's / Invoice IDs** (*optional*) – Provide the relevant IDs, one per line where possible. Links are acceptable and preferable.
6. **Details** (*required*) – Describe the issue, task, or expected help needed. Be specific: what were you trying to do, where did it happen, and when did it start?
7. **Expected results** (*optional*) – What you expected to happen / see.
8. **Actual results** (*optional*) – What actually happened / what you are seeing instead.

Once all relevant fields are filled in, press **Submit**.

Always attach a screenshot if the issue is visual (UI bugs, unexpected numbers, error messages).

One issue per ticket — do not bundle unrelated problems into a single request.

Ticket statuses

After submission, the request is registered in Jira and tracked through the following statuses:

- **To Do** – the ticket has been submitted and is waiting in the Tech team's queue. No one is actively working on it yet.
- **In Progress** – a Tech team specialist has picked up the ticket and is actively working on it. You may be contacted for additional information at this stage.
- **JIRA** – the issue has been identified as a bug or development task and has been **registered for the development team** in JIRA. Resolution timelines for JIRA tickets depend on the development team's priorities.
- **Done** – the ticket has been resolved. If the provided solution does not actually fix your issue, reply in the original ticket thread in Slack and let the Tech team know it is not resolved. The status will be moved back to **In Progress**.



Jira APP Today at 11:26 AM

@Justina Vilciauskaite transitioned this issue from **In Progress** → **JIRA**

Status: **JIRA** Type: **Task** Assignee: **Unassigned** Priority: **Major**

Comment

Transition

@Justina Vilciauskaite transitioned this issue from **JIRA** → **Done**

Status: **Done** Type: **Task** Assignee: **Unassigned** Priority: **Major**

Comment

Transition

Additional notes

- **Always use the IT services help request form** as the primary channel for tech support.
- Avoid pinging Tech Support specialists in DMs or other channels for issues that should be tickets — it makes work invisible to the rest of the team and slows everyone down.
- For **AMs/BDMs**: the common practice is still to **reach out to AdOps first**. Submit a tech ticket directly only in exceptional cases or when explicitly advised by AdOps.

Templates

General Issue

Subject

Technical Issue - **[Write the title]**

Content

Accounts:

(Account names where the issue was found)

Campaign Ids:

(Campaign Ids that are facing the issue)

Steps to reproduce:

(Steps that need to be taken to reproduce the issue - If it is not possible to reproduce - no steps added)

Actual Behaviour:

(The actual behaviour of the issue that was returned)

Expected behaviour:

(What is the expected outcome)